

eClinicalWorks

Application Service Provider Privacy & Security Policies

Access	eClinicalWeb will make the Hosted Application available via the Internet on a Software as a Service basis, providing the Client has the necessary environment. Access will be available 99.9% of the time between 5:00AM to 12:00AM EST, seven (7) days per week. Exceptions to access are scheduled, notified maintenance downtimes, loss of the Internet, and failure of client provided environment.
Authorization	eClinicalWeb will provide to Client a user name, password and other information required to use the Hosted Application, upon written request from Client to eClinicalWeb. eClinicalWeb shall take reasonable measures to prevent unauthorized access and use the same security measures it uses to protect its own proprietary information. Client shall be solely responsible for the security of its passwords.
Authentication	Use of the user name and password supplied to the Client by eClinicalWeb shall be authenticated against the Active Directory maintained by eClinicalWeb at the Website. Record of who and when access was granted are maintained by the system as is the record of who has been denied access.
Audit	From time to time, eClinicalWeb shall monitor the System electronically in order to operate its System properly and to protect itself. Audit capabilities include the ability to identify who has accessed the System with full detail information and who has attempted access. Within the Application, the Client is able to identify date, time, user name, and what occurred to the patient data as part of the audit process.
Secondary Uses of Data	eClinicalWeb shall be granted a license by the Client to use the Client Data in any form or format for data benchmarking, sharing, warehousing and similar data analysis services; provided, however that eClinicalWeb shall protect and maintain the confidentiality of all individual identifiable patient and hospital data and eClinicalWeb shall comply with HIPAA, as applicable, with respect to such data.
Data Ownership	eClinicalWeb acknowledges and agrees that the data and information that is compiled or passes through the databases that are part of the Applications and that specifically relates to patients, patient care or physicians procedures or diagnosis and all right, title and interest therein, is and shall remain the exclusive property of the Client.